

Abandoned Calls: Call takers can quickly ring back an abandoned call from xT911. Abandoned calls are 911 calls in which a caller disconnects before a call taker answers the call.

Abandoned calls can be displayed two ways. If there is only a single abandoned call from a specific Call Back # then the abandoned call will be displayed in **Active Calls**, as shown here.

	Call State	Media	Call Back #
	 abandoned		(401) 598-9169

Abandoned calls are grouped if there are two or more abandoned calls from a specific Call Back #. Grouped calls will be displayed in **Active Calls**, as shown here.

	Call State	Media	Call Back #
 2 	 abandoned		(401) 259-6741


Abandoned calls remain in the **Active Calls** panel until they are called back or manually cleared without a call back.

To Call Back and Abandoned Call

- Highlight the call and click on **Ringback Call**, or right-click and select **Ringback Call**

Active Calls												
												
	Call State	Media	Call Back #	Duration	Participants	Direction	Received	Call Type	ALI Key	Address	Agent	Customer
	 abandoned		(401) 598-9169	00:00:07	0	incoming	06/30/2015 10:12:24	911	(401) 598-9169	401 ELMGROVE AVE		PROVIDENCE HIGH SC
 2 	 abandoned		(401) 259-6741	00:00:06	0	incoming	06/30/2015 10:12:43	911	(970) 003-0001			ATT WIRELESS

To Manually Clear a Call

- Click the white "x"  icon xT911 tracks which agent clears or rings back an abandoned call.